



## **Community Services Department**

### **REFUND POLICY**

#### **PURPOSE**

This policy establishes procedures for providing monetary refunds or fee credits to patrons of Community Services Department programs, services, and facilities.

#### **BACKGROUND**

Periodically, patrons of the Community Services Department withdraw from registered programs or cancel facility reservations due to dissatisfaction, illness, or "other reasons". These patrons have paid fees and often wish to have those fees returned.

#### **POLICY**

It is the policy of the Woodburn Community Services Department to guarantee patron satisfaction. If a patron complains that they are dissatisfied with the quality of a program and wish to receive a refund, they will be refunded their entire registration fee or offered a full credit to be used for another service/ program. Notice of dissatisfaction and the completion of a "Refund Request" must be made within one week of the last class session.

Upon withdrawal from a registered program due to illness or "other reasons", patrons will be offered a fee credit for any unattended sessions for use toward other Parks and Recreation or Aquatics activities. For instance, if the patron withdraws from a nine-session swimming lesson program after attending the first four, they will receive a credit for the value of the five remaining sessions. Patrons must complete a "Refund Request" for illness related absences within one week of the date the absences began to be eligible for a prorated refund/ credit. Patrons must fully withdraw from the activity, in order to receive a credit/ refund. They will not be provided with a credit/ refund for missing a few class sessions if they return to complete the session. Refunds/ credits for withdrawals related to "other reasons" will be prorated to the date that the "Refund Request" was completed.

If the patron expresses that they will not be able to utilize a service credit, a refund will be processed for the value of the credit. Refunds will be processed by issuing a check request to accounts payable. Staff should inform patrons that it may take 2-3 weeks for refunds to be received.

#### **EXCEPTIONS**

If a participant withdraws for a program where advanced purchases for tickets, supplies, or payments to a third party provider have already been made by the Woodburn Community Services Department, those expenses will be subtracted from any issued refund/ credit.

Department managers may, as needed and at their discretion, issue refunds and credits under special circumstances not covered by this policy.

Patrons who cancel a facility reservation (Aquatic Center, Library meeting room, picnic shelter, park, etc.), must do so at least 3 business days in advance to be eligible for a full credit/ refund. Cancellations made 1-2 business days prior to the reservation will be eligible for a 50% refund/ credit. Cancellations made the day of the reservation, including no shows and cancellations due to inclement weather, will not be eligible for a refund/ credit.